

I.	<u>Position Title:</u>	IT Technician I – (Police)	<u>Revision Date:</u>	03/16
			<u>EEO Category:</u>	Technician
			<u>Status:</u>	Non-exempt
			<u>Control No:</u>	30408

Under the direction of the Administrative Captain and the Computer Services Coordinator, assist Police department personnel with current technology, equipment and customer support. Resolve problems with equipment, including cell phones, desk phones, video equipment, computer technologies, software/hardware, and various other related duties.

- Assist Police Department personnel to resolve problems with computer software, hardware and printers.
- Assist with the installation of computer software and hardware.
- Assist department users of personal computers with software functions (Windows, Spillman, Versadex, DocView, Groupwise, Corel, Microsoft Office, Fatpot, etc.).
- Maintain department cell phones. Keep an inventory list of phones with their assigned numbers.
- Monitor monthly billing statements for phones, modems and other computer-related utilities.
- Provide training to end users relating to information technology.
- Clean and maintain printers as needed.
- Assist with the monitoring and maintenance of patrol car video systems and body worn equipment.
- Assist with purchasing and inventory of computer-related equipment and supplies.
- Assist other City departments with access to Police Department information.
- Assist with the system operation of Local Area Networks (LANs), Wide Area Network (WAN), GIS and other systems.

- Maintain a file for bids, purchase orders, invoices, software licenses and employee forms.
- Maintain inventory records for all equipment.
- Troubleshoot and resolve problems with Police equipment.
- Maintain inventory of printer ink and toner supplies.
- Perform other duties as assigned.

Probationary Period: A one-year probationary period is required for this position.

Knowledge of: LAN, virtual machines and GIS PC operating systems (WINDOWS) and components including processors, mother boards, accessories, cards peripherals; PC/LAN application software including word processing, spreadsheets, and database management.

Responsibility for: Responsibility for the care, condition, and use of expensive City computer equipment.

Communication Skills: Ability to communicate verbally and in writing; ability to follow complex written and oral instructions; extensive contact with end users.

Tool, Machine, and Equipment Operation: Requires use of office equipment including thin clients, PC's, printers, fax machine and telephone system.

Analytical Ability: Walk users through trouble shooting and configuring software systems over the phone. Operate a variety of computer equipment and software; understand and follow oral and written instructions; explain technical material in layman terms; develop effective working relationships with customers, co-workers and Administration.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects, or controls; may periodically bend, stoop or crouch. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

Work Environment: Employee will generally work in a comfortable office setting with occasional exposure to inclement weather conditions; employee will work independently with minimal supervision. The noise level in the work environment is usually minimal. Great mental effort is required daily; moderate pressure is generated by frequent contact with other employees and the public and exposure to deadlines.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT./DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DIV APPROVED BY: _____ DATE: _____